



# Industry Day Briefing NASA Integrated Communications Services (NICS)

Office of the Chief Information Officer

Brad Solomon/Jeff Jackson

April 21, 2009

VISION: Integrated, secure, and efficient information technology and solutions that support NASA



# Industry Days Schedule: April 21, 2009

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- 9:00 a.m. Event Logistics – Joe Sparmo
- 9:05 a.m. OCIO Welcome and I<sup>3</sup>P Overview – Mike Hecker
- 9:50 a.m. I<sup>3</sup>P Enterprise Service Management – Cliff Ward
- 10:50 a.m. Break
- 11:00 a.m. Enterprise Service Desk & Service Request System – Ken Griffey
- Noon Break
- 12:45 p.m. NICS – Brad Solomon**
- 2:15 p.m. Break
- 2:25 p.m. NEDC – Tony Anania
- 3:55 Closing Comments – Bobby German, NASA CIO (acting)
- 4:15 Adjourn



# Overview

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- Background
- Technical Overview
- Contracting Approach

## Reminder

**This information is preliminary and subject to change when the final RFP is released.**



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# Background





# Program Overview

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- The purpose of this briefing is to set forth the procurement strategy for the implementation of the Agency I3P vision for NASA's Information Technology communications infra-structure.
- NASA's George C. Marshall Space Flight Center (MSFC) is tasked with providing NASA Integrated Communications Services (NICS) for the Agency.
- NICS will provide a seamless end-to-end consolidated network comprising the Wide Area Network (WAN) and Local Area Networks (LANs) at all NASA Centers and secondary field Centers.
- Agency-wide infrastructure projects and unique services will also be provided.



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# Technical Overview



# Definitions

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- Phase-in – 60-day period prior to the effective date of the contract. Includes all the contracts that will fold into NICS on day 1 of the contract.
- Transition – Contracts that fold into NICS after contract start date, throughout the life of the contract.
- Transformation – A fundamental change to a service or operational element to reduce cost, improve functionality, and/or increase security.
- Corporate – Related to NASA's institutional, program support, and other non-mission critical services or operations
- Mission – Related to NASA's mission-critical services or operations
- NISN – The end-to-end seamless communications network that encompasses both existing NISN Wide Area Network (WAN) and related services and Center Local Area Network (LAN) services at NASA Centers and associated component facilities.
- Associated Component Facilities – Includes specific NASA-owned and operated or leased near-site and off-site facilities.



# NICS Performance Sites

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<b>Ames Research Center (ARC)</b>	<b>Kennedy Space Center (KSC)</b>
<b>Dryden Flight Research Center (DFRC)</b>	<b>Langley Research Center (LaRC)</b>
<b>Glenn Research Center (GRC)</b>	<b>Marshall Space Flight Center (MSFC)</b>
<b>Goddard Space Flight Center (GSFC)</b>	<b>Michoud Assembly Facility (MAF)</b>
<b>NASA Headquarters (HQ)</b>	<b>NASA Shared Services Center (NSSC)</b>
<b>Jet Propulsion Lab (JPL)</b>	<b>Stennis Space Center (SSC)</b>
<b>Johnson Space Center (JSC)</b>	<b>White Sands Test Facility (WSTF)</b>
<b>NASA Hub/Synterra (Moscow, Russia)</b>	<b>Wallops Flight Facility (WFF)</b>

**NOTE: Near-site associated component facilities are part of the Centers above.**





# NICS Requirement

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- The contracts delineated on the following pages reflect those identified contracts that have effort that will be consolidated as part of the NICS acquisition, either at contract start (Phase-In) or over time during the life of the contract (Transition). (NOTE: Consolidation effort may be only a small part of the identified contracts.)



# Phase-In / Transition of Contracts

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Contracts phasing in with effective date of contract:

	Contract Name	Contract Name (short)	Contract #	Phase-In Date
ARC	Ames-Consolidated IT Services TO	A-CITS II	NNA04AA18B	5/1/2010
ARC	Site	NS3	NNA07CA29C	5/1/2010
GSFC	Unified NASA Information Technology Services	UNITeS	NNM04AA02C	5/1/2010
GSFC	Mission Operations Mission Services	MOMS	NNG04DA01C	5/1/2010
JSC	JSC Enabling Technology and Security	JETS	NNJ04JA53C	5/1/2010
LaRC	Consolidated Information Technology Services	CONITS II	GSA GS-00T-99-ALD-0209	5/1/2010
MSFC	Unified NASA Information Technology Services	UNITeS	NNM04AA02C	5/1/2010



## Phase-In / Transition of Contracts (cont)

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Contracts transitioning after contract start:

Site	Contract Name	Contract Name (short)	Contract #	Transition Date
DFRC	Research Facilities & Engr Supt Svcs	RF&ESS	NAS4-00047	8/1/2010
HQ	HQs Information Technology Support Services	HITSS	NNH06CC93B	5/31/2011
KSC	Information Mgmt & Comm Services	IMCS	NNK08OH01C	10/1/2011



## Phase-In / Transition of Contracts (cont)

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Contract phase-in / transition date TBD:

Site	Contract Name	Contract Name (short)	Contract #	Phase-in / Transition Date
GRC	Professional, Admin., Computational & Engineering Supt Services	PACE III	NNC08BA09B	TBD
GRC	Outsourcing Desktop Initiative for NASA	ODIN	NAS5-98144 D/O #NNC07QA7D	TBD
JSC	Outsourcing Desktop Initiative for NASA	ODIN	D/O #NNJ07JF12D	TBD
LaRC	Outsourcing Desktop Initiative for NASA	ODIN	D/O #NNL07AA69D	TBD
MSFC	Outsourcing Desktop Initiative for NASA	ODIN	D/O #NM08AA00D	TBD
NSSC	Outsourcing Desktop Initiative for NASA	ODIN	NAS5-98145 D/O #NNX07AA21D	TBD
SSC	Outsourcing Desktop Initiative for NASA	ODIN	D/O #NNS07AB32D	TBD



# Relationship to Other I<sup>3</sup>P Initiatives

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- **Agency Consolidated End-User Services (ACES)**
  - NICS provides Center LAN services in support of ACES end user devices.
  - ACES provides RSA tokens in support of Center VPN services.
  - ACES provides desktops, PDAs, printers, and other end user devices for the NICS contractor.
- **NASA Enterprise Data Center (NEDC)**
  - NICS provides Data Center LAN services in support of NEDC data centers located on NASA property.
  - NEDC provides network services within commercially-provisioned data centers not located on NASA property.
  - NICS provides capability for the NEDC contractor to provision data center LAN services using role-based security.
  - NEDC provides housing/hosting services for NICS applications.





# Relationship to Other I<sup>3</sup>P Initiatives (Cont)

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- Enterprise Applications Service Technologies (EAST)
  - NICS provides network services that connect users to EAST applications.
- Web Service Technologies (WEST)
  - NICS provides network services that connect NASA users to WEST applications.
- Enterprise Service Desk
  - NSSC Enterprise Service Desk and Enterprise Service Request System provide Tier 1 services



# Relationship to Other IT Efforts

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- **Networkx**

- NASA acquires the following telecommunications services from the General Services Administration (GSA) Networkx contracts:
  - Switched Voice Services
  - Out-of-Band Access (Frame Relay) Circuits
  - Tail Circuits (Private Line Services)
  - Conferencing Services (Audio, Video, Web)
  - Mission Network Services (Managed Network Services)
  - Corporate Backbone Circuits (Optical Private Line Services)
- NICS contractor will provide integration of these Networkx services as part of delivering end-to-end systems and services.
- NICS supports NASA in the procurement of telecommunications services from the Networkx contracts.



# Relationship to Other IT Efforts (Cont)

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- Center Support Contracts
  - NICS interfaces with local IT service contracts at NASA Centers for services marked “Reserved” in PWS Section 4.0.
  - NICS interfaces with other local Center contracts for services such as logistics, physical security, asbestos, etc.
- NASA Security Operations Center (SOC)
  - NICS supports the deployment and maintenance of network monitoring devices.
  - NICS provides network and systems data to the SOC for forensic analysis of a security event.
  - NICS provides incident response in support of IT Security incidents detected by the SOC.



# Performance Work Statement (PWS) Overview

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Description of contractor's mission is divided into six sections:

- **PWS 1.0: Overall Vision** and services which the contractor will be responsible for providing
- **PWS 2.0: Contract Management** services that will be provided for all contract services
- **PWS 3.0: Enterprise** (Agency and Center-common) services that the contractor will be responsible for providing
- **PWS 4.0: Center and Associated Component Facility** services that the contractor will be responsible for providing
- **PWS 5.0: Infrastructure Projects** that the contractor will complete to accomplish the communications transformation vision
- **PWS 6.0: Unique Services** that the contractor will be responsible for providing



## Section 2 PWS Overview

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### Contract Management (PWS 2.0)

- 2.1 - Program Management
- 2.2 - Financial Management
- 2.3 - Logistics
- 2.4 - Contract Phase-in/Transition Management
- 2.5 - Procurement Services
- 2.6 - Security Management
- 2.7 - Safety, Health & Environmental Management
- 2.8 - Facilities Management
- 2.9 - Quality Assurance & Management
- 2.10 - Contractor Role in I<sup>3</sup>P
- 2.11 - Other Interface Points
- 2.12 - Contract and Subcontract Administration





## Section 3.0 PWS Overview

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### Enterprise Services (PWS 3.0)

- 3.1 - Corporate Network Services
- 3.2 - Corporate Voice Services
- 3.3 - Reserved
- 3.4 - Corporate Data Services
- 3.5 - Corporate Collaboration Services
- 3.6 - Corporate Management and Operations
- 3.7 - Mission Services
- 3.8 - Mission Management and Operations
- 3.9 - Customer Relationship Management
- 3.10 - Service Management
- 3.11 - Strategy Generation
- 3.12 - IT Security Services
- 3.13 - GSA Contract Integration



## Sections 3.1-3.5 PWS Overview

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### Corporate Wide Area Network Services (PWS 3.1-3.5)

- The WAN services are provided via the NASA Integrated Services Network (NISN) to meet Corporate communications requirements.
- Services include voice and video teleconferencing, switched voice, routed data, and custom services.
- Scope includes network design, implementation, and sustaining engineering of NASA's backbone and support networks, Internet peering, firewalls, intrusion detection devices, IP Address Management systems, video and voice teleconferencing systems and room equipment.
- NASA procures bandwidth and services from GSA Networx contract.
- The WAN provides these services at, and between, NASA Centers, international partners, academia, other government agencies, and contractors.



## Sections 3.1-3.5 PWS Overview (cont)

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### Corporate Local Area Network Services (PWS 3.1 – 3.5)

- Includes:
  - Network services common to all NASA Centers, including Domain Name Services, DHCP, Center/Program/Project Firewalls, Network Time Protocol (NTP), Wireless networks, Guest networks, and Remote Access Services (RAS)
  - Center campus networks, distribution layer networks, and access layer networks
  - Extension of LAN services to “near-site” locations outside the main campus
- Does not include:
  - Cable plant, telephones, VoIP, cable TV distribution, Emergency Warning System (EWS), Public Address (PA) system, or radio services, which is provided through NICS under PWS 4.0 or through a separate Center support contract

The definition of NISN has been expanded to include Center LAN services in addition to Corporate WAN services provided under 3.1 – 3.5



## Section 3.6 PWS Overview

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### Corporate Management and Operations (PWS 3.6)

- 24x7 operations, monitoring and management of NASA's corporate backbone, and routed data networks
- GSA and non-GSA carrier coordination
- Tier 2 Incidence Response and Problem Management
- Maintenance and Operations
- End User Voice and Video teleconferencing service support
- Tier 2 Service Desk management and integration
- Technical field support
- Installation and maintenance



## Section 3.7 PWS Overview

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### Mission Communications Services (PWS 3.7)

- Includes the Mission WAN and GSFC local Mission communications services.
- Services include Mission Critical Routed Data, Real-time Critical Routed Data, Mission Voice, Mission Video, and Custom network services.
- Scope includes design, implementation, and sustaining engineering of routers, firewalls, intrusion detection devices, software conversion devices (SCDs), video and voice distribution systems, and voice conferencing systems.
- The Mission WAN provides these services at, and between, NASA Centers, international partners, academia, other Government agencies, and contractors.





## Section 3.7 PWS Overview (cont)

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### Mission Communications Services (PWS 3.7)

- Mission Integration and communications management services (e.g., Mission Comm Manager and Shift Comm Manager).
- Mission operations supports legacy Mission voice and will provide operations and sustaining support for the Mission Operations Voice Enhancement (MOVE) when MOVE implementation is complete.
- Provides Mission IT security monitoring and incidence response until transitioned to the SOC.
- Other Center Mission communications is considered within the scope of NICS and may be included at a later date through IDIQ task orders under PWS 3.7.6.



## Section 3.8 PWS Overview

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### Mission Management and Operations (PWS 3.8)

- Provides 24x7 Communications control and daily operations of Mission services
  - Mission Routed Data, Small Conversion Devices (SCDs), Mission voice switches, Mission GSA Carriers, Mission Video
- Installation and maintenance of Mission end devices
  - Routers, switches, video monitors, Mission voice handsets
  - Repair of non-replaceable equipment
- Network scheduling
  - Mission video satellite transponder scheduling and support
  - Activity notification and scheduling
- Mission facilities support



## Sections 3.9 – 3.12 PWS Overview

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### Common Communications Support (PWS 3.9 - 3.13)

3.9 - Customer Relationship Management: The contractor shall provide on-site customer interface support for NASA's Center and associated component facilities.

3.10 - Service Management: The contractor shall provide Service Management, including but not limited to facilities engineering, service delivery support software, and configuration management.

3.11 - Strategy Generation: The contractor shall provide thought leadership and perform systems analysis and planning activities to assist the Government in strategy generation in order to effectively maintain and evolve infrastructure systems.

3.12 - IT Security Services: The contractor shall support the Agency CIO's goal to strengthen and improve IT security. This effort includes intrusion detection/incident response, IT security perimeter and network security services.

3.13 – GSA Contract Integration: The contractor shall support the procurement of telecommunications services via GSA contracts.



## Section 4.0 PWS Overview

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### Center and Associated Component Facility Services (PWS 4.0)

- 4.x.1 - Cable Plant Services
- 4.x.2 - Emergency Warning System (EWS)
- 4.x.3 - Public Address System
- 4.x.4 - Radio Services
- 4.x.5 - Telephone Services
- 4.x.6 - Voice over Internet Protocol (VoIP)
- 4.x.7 - Cable Television Services

**X Denotes the individual Center level**



## Section 4.0 PWS Overview (cont)

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### Center and Associated Component Facility Services (PWS 4.0)

- The following sites will be provided Center-unique services

- ARC, GRC, HQS, JSC/WSTF, LARC, NSSC

4.0 Section Options	ARC	DFRC	GRC	GSFC	HQ	JPL	JSC	KSC	LARC	MSFC	NSSC	SSC
Cable Plant	X				X							
EWS					X		X		X			
Public Address	X				X		X					
Radio	X		X									
Telephone (PBX)	X											
VoIP					X							
Cable TV distribution	X											

“X” indicates that Center will have services in this area.





# Section 5.0 PWS Overview

## Infrastructure Projects (PWS 5.0)

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- Projects approved by the IT Management Board for implementation under NICS in compliance with NASA NPR 7120.7
- Three types of projects defined in RFP:
  - \_ Continuation of existing projects
    - Network Communications Initiative (NCI) Continuation
    - Center Zone Architecture Project (CZAP) Continuation
  - \_ Projects initiated under NICS
    - NICS Consolidated Configuration Management System
    - Consolidated Corporate Network Operations Center
  - \_ IDIQ task orders for projects defined post-award
    - RFP will provide three scenarios for potential post-award projects which will require technical approach and Rough Order of Magnitude (ROM) cost from offerors.
    - Offerors may propose additional transformational projects, with associated ROM cost, as part of their proposal.
    - These projects may be executed at contract award as IDIQ Task Orders if accepted and negotiated.



## Section 6.0 PWS Overview

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### Unique Services (PWS 6.0)

- **6.1 - Russia IT Services**  
Provide engineering implementation, operations, and enhancement of LAN, WAN, End User, and IT Security infrastructure equipment and software in support of NASA programs in Russia.
- **6.2 – NASA National Security Systems (NSS) Service IT Support**  
Provide engineering operations, sustainment, and property management for network and desktop infrastructure for HQ Office of Security Program Protection (OSPP).
- **6.3 – Digital Television (DTV) Engineering Services**  
Provide systems and sustaining engineering in support of NASA DTV program.



# Background & Historical

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- A comprehensive B&H section (Attachment C to Draft RFP) provides offerors insight into the current operational environment.
- Attachment provides additional documentation that will be made available on the I<sup>3</sup>P website.
- Document provides data related to the UNITeS contract, other contracts being consolidated, and data related to NICS performance sites.



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# Contracting Approach



# Contracting Approach

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The contract will be base-lined as CPAF for the base period (Yrs 1-3), and CPIF/AF for the remainder of the potential 10-year term (Yrs 4-10/Options 1, 2, and 3).

A deviation has been approved for a potential 10-year contract term because of the nature of the contract consolidations and transformational activities.





# Recommended NICS Contract Line Item Structure

Description

Fee Evaluation

Period

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**CLIN**

**PWS Section**

			3.7.6 and 5.5	
1	5/1/10 to 4/30/13	Core Services	2.0, 3.0*, 6.0	Award Fee
2	5/1/10 to 4/30/13	Infrastructure Projects	5.0**	Award Fee
3	5/1/10 to 4/30/13	Ops and Maint	3.6 and 3.8	Award Fee
4	5/1/10 to 4/30/13	Ctr & Assoc Comp Fac. Serv	4.0	Award Fee
5	5/1/10 to 4/30/13	IDIQ		Award Fee
6	5/1/13 to 4/30/15	Infrastructure Projects	2.0, 3.0*, 6.0	Award Fee
7	5/1/13 to 4/30/15	Core Services	5.0**	Award Fee
8	5/1/13 to 4/30/15	Ops and Maint	3.6 and 3.8	Incentive Fee
9	5/1/13 to 4/30/15	Ctr & Assoc Comp Fac. Serv	4.0	Incentive Fee
10	5/1/13 to 4/30/15	IDIQ	3.7.6 and 5.5	Award Fee
11		Core Services	2.0, 3.0*, 6.0	Award Fee
12	5/1/15 to 4/30/17	Infrastructure Projects	5.0**	Award Fee
13	5/1/15 to 4/30/17	Ops and Maint	3.6 and 3.8	Incentive Fee
14	5/1/15 to 4/30/17	Ctr & Assoc Comp Fac. Serv	4.0	Incentive Fee
15	5/1/15 to 4/30/17	IDIQ		Award Fee
16	5/1/17 to 4/30/20	Core Services	2.0, 3.0*, 6.0	Award Fee
17	5/1/17 to 4/30/20	Infrastructure Projects	5.0**	Award Fee
18	5/1/17 to 4/30/20	Ops and Maint	3.6 and 3.8	Incentive Fee
19	5/1/17 to 4/30/20	Ctr & Assoc Comp Fac. Serv	4.0	Incentive Fee
20	5/1/17 to 4/30/20	IDIQ	3.7.6 and 5.5	Award Fee

\* Excludes PWS Sections 3.6, 3.7.6, and 3.8    \*\* Excludes PWS Section 5.5



# Performance Period

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- Total contract Period of Performance will not exceed 10 years.
- Contract will include a three-year base period, one two-year, one three-year, and one two-year priced options. Base period is exclusive of the 60-day phase-in period that will be performed under separate Purchase Order in an amount not to exceed \$100,000.

<u>Contract Term</u>	<u>CLINS</u>	<u>Period</u>
Base Period	1 through 5	May 1, 2010 to April 30, 2013
Option Period 1	6 through 10	May 1, 2013 to April 30, 2015
Option Period 2	11 through 15	May 1, 2015 to April 30, 2018
Option Period 3	16 through 20	May 1, 2018 to April 30, 2020



# Contracting Approach

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- Cost monitoring through:
  - Audit delegation to DCAA for determination of allowable and allocable cost charging to contract.
  - Cost voucher approval retention at managing Center.
  - Use of 533M and 533Q cost reporting to lowest WBS level to allow continuous insight into contractor expenditures and analysis as part of fee evaluation process.
  - Management of work packages, budget and associated cost plans
  - Award Fee evaluation
  - Incentive Fee structure
- Contractor will be allowed flexibility of using most cost efficient means of obtaining equipment/hardware in accordance with DCAA approved purchasing system (lease vs. purchase) considering factors at FAR 7.401.



## Contracting Approach (Cont)

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- Solicitation provides notification that the Government reserves the right to convert one or more CLINs to Firm-Fixed-Price as part of the exercise of Option 2 (Yrs 6-8).
- CLINs structured to allow clear segregation of Operations (PWS 3.6, 3.8) and Center and Associated Component Facility Services (PWS 4.0) costs as these may be the most likely candidates for conversion. However, other CLINs may also be considered.
- Contract will use a more structured option exercise process. Option exercise requires NASA Headquarters approval, not just notification.





# Option to Extend

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In accordance with Clause F.3, *Option to Extend*, prior to the exercise of the each contract option a formal review process will be conducted. The contractor will be required to submit an option decision package 10 months prior to the effective dates of the options consisting of:

1. Cost reduction proposal recognizing operational and technological efficiencies.
2. Update on cost/schedule/technical performance.
3. Other information requested by the Contracting Officer.

Evaluation will include cost performance, status of contract transition, status of completion of transformation goals, award fee scores, status of proposed innovations/corporate investment, etc.





# CPAF Implementation (Base Period Yrs 1-3)

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- Hold Post-Award Conference
- Six-month award fee period/PEB
  - No rollover provision for unearned award fee
  - Linear grading conversion scale down to 60%
  - Zero fee for poor performance ( $\leq 60\%$ )
  - Provisional billing limited to 75% of potential award fee pool
- Quarterly Performance Reviews with COTR, monitors, and contractor to review performance
  - Emphasis areas identified prior to start of evaluation period
  - Solicit contractor input on criteria/areas of emphasis
  - 25% minimum weight for cost control



# CPAF Implementation (Base Period Yrs 1-3) (Cont)

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- Contractor performance will be measured, using both subjective (i.e., strengths and weaknesses) and objective criteria (i.e., performance metrics).

PWS 3.0, Enterprise Services

- Subjective PWS 2.0, Contract Management

PWS 5.0, Infrastructure Projects

PWS 6.0, Univ. & Center and Assoc. Component Facility Services

PWS 3.8, Mission Mgt. and Operations

- Objective PWS 3.6, Corporate Mgt. and Operations

PWS 4.0, Center and Assoc. Component Facility Services



# CPAF Implementation (Base Period Yrs 1-3) (Cont)

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- Specific performance evaluation methodology is described in Attachment J-4, *Performance Measures* (objective), and Attachment J-5, *NICS Cost Plus Award Fee/Cost Plus Incentive Fee/Award Fee Evaluation Plan* (subjective).
- Attachment J-5 delineates the percentages of award fee allocated between the methodologies, by CLIN/PWS section.



# **CPIF/AF Implementation (Option Period Yrs 4-10)**

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- Contract will use combination of award fee evaluation (subjective) and incentive fee (objective), dependent on CLIN.
- Award Fee CLINs will use subjective methodology in accordance with Attachment J-5 (PWS 2.0, 3.0, 4.0, 5.0, and 6.0).
- Incentive Fee CLINs will use a combination of objective measures (Attachment J-4), cost incentive performance, and Technical Operations Management Assessment (PWS 3.6, 3.8, and 4.0).



# **CPIF/AF Implementation (Option Period Yrs 4-10) (Cont)**

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## **Performance Measures (Attachment J-4)**

- For each performance measure associated with PWS sections 3.6, 3.8, and 4.0, the contractor will perform a monthly self assessment that will be validated by the Government.
- The performance measure with the lowest level of performance against the objective measures will determine the percentage of Objective Fee Allocation (OFA) earned for each set of performance measures.
- The OFA earned for each set of performance measures is summed monthly to calculate the total objective fee earned for that month of the evaluation period. The sum of the OFAs earned for the annual period will be awarded at the end of the annual period.
- Each performance measure has supporting information that provides the service level description, definitions, hours of operation, service level target, calculation, measurement, requirements and dependencies, and exceptions and exclusions.





# CPIF/AF Implementation (Option Period Yrs 4-10) (Con't)

Table of Critical Service Levels Metrics and Targets <sup>(45%)</sup>	Measurement Window	Gold Perform. Standard (100% OFA)	Excellent Perf. Standard (90% OFA)	Minimum Acceptable Quality Level (AQL) (80% OFA)	Unaccep. Quality Level (0% OFA)
<b>1. 0 Corporate Mgt and Operations (PWS 3.6)</b>					
1.1 Corporate WAN Service Availability	Monthly	99.99%	99.97%	99.95%	< 99.95%
1.2 VITS Room Outages Exceeding Thresholds	Monthly	<=5	<=7	<=9	>10
1.3 VCS Bridging Service Availability	Monthly	99.80%	99.50%	99.00%	< 99.00%
1.4 Outage Scheduling	Monthly	99.99%	99.00%	98.00%	< 98.00%
1.5 Network Anomaly Sensor Availability	Monthly	99.97%	99.95%	99.80%	< 99.80%
1.6 Corporate LAN Availability	Monthly	99.99%	99.95%	99.90%	< 99.90%
1.7 DNS Availability	Monthly	99.99%	99.97%	99.95%	< 99.95%
1.8 DHCP Service Availability	Monthly	99.99%	99.97%	99.95%	< 99.95%
1.9 Corporate Firewall/Proxy Availability	Monthly	99.99%	99.97%	99.95%	< 99.95%
1.10 Sev 1 Outage Res- 24x7restore: 2 hr restore.	Monthly	0 misses	1 miss	2 misses	> 2 misses
1.11 Sev 2 Outage Res- 24x7 restore: 4 hr restore	Monthly	1 miss	2 misses	3 misses	> 3 misses
1.12 Sev 3 Outage Res- 12x5 restore: 4 hr bus rest.	Monthly	98% in 4 Bus hrs & 100% in 1 Bus Day	96% in 4 Bus hrs & 100% in 2 Bus Days	94% in 4 Bus hrs & 100% in 3 Bus Days	< 94% in 4 Bus hrs & 100% in >3 Bus Days
1.13 Sev. 4 Outage Res- 12x5 restore: NBD restore	Monthly	98% in 12 Bus hrs & 100% in 7 Bus. Days	94% in 12 Bus hrs & 100% in 10 Bus. Days	90% in 12 Bus hrs & 100% in 10 Bus. Days	<90% in 12 Bus hrs & 100% or any > 10 Days



# CPIF/AF Implementation (Option Period Yrs 4-10) (Cont)

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1. Corporate Management and Operations (PWS 3.6)	
1.2 ViTS Room Outages Exceeding Thresholds	
Critical Service Level	
Service Level Description	The number of system outages or events that impact ViTS room availability.
Definitions	All ViTS room equipment, facilities, and telecommunications equipment. Outage thresholds are less than or equal to 4 hours for outages without technician dispatch, and less than or equal to 8 hours with technician dispatch.
Hours of Operation	Monday – Friday, 6 am – 6 pm Local Time*
Service Level Target	See Table of Critical Service Levels Metrics and Targets
Calculation	The calculation is the total number of ViTS room outages, including full-service conference rooms and roll-about systems, exceeding outage thresholds as defined above.
Measurement	The contractor will employ a suitable monitoring tool to measure and report actual room availability and service restoral times. Monthly performance reports will calculate actual service level measurements as calculated above.
Requirements and Dependencies	None
Exceptions and Exclusions	Downtime excludes any period that the environment is not available due to scheduled outages or outages outside the contractor's control.



# Contractor Property Accountability

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- FAR Part 45 rewrite has changed the way that property is managed. FAR property clauses are reduced from 19 to 3.
- Property to be provided by Government will be Installation-Accountable Government Property or Government-Furnished Property.
- Procurement Information Circular (PIC) 07-09 provided NASA FAR Supplement clauses to be utilized until the NFS is revised.



# Capital Asset Tracking

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NPR 9250.1, *Property, Plant, and Equipment and Operating Materials and Supplies* provides guidance on tracking of capital assets that will be required for the NICS contract.

For items to be considered PP&E, they:

- Must have a unit acquisition cost of \$100K or greater (internal use software > \$1M)
- Must have two (2) or more years of useful life
- Must have a planned alternative future use (Institutional PP&E assets are generally presumed to have an alternative future use and will be capitalized if they meet the \$ and life expectancy thresholds)



# Source Selection Approach

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## Relative Importance of Evaluation Factors/Subfactors

- While only the Mission Suitability Factor is scored, in order to provide offerors with an indication of the relative importance of the three factors, the following information is furnished in accordance with FAR 15.304(e):
- Mission Suitability, Past Performance and Cost are considered to be essentially equal to each other. Therefore, all evaluation factors other than cost, when combined, are significantly more important than cost.





# Source Selection Approach (cont)

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- Acquisition approach as set forth in FAR Part 15, Contracting by Negotiation
- Mission Suitability Evaluation Subfactors will be limited to four, as follows (not listed in order of importance):

## Categories:

- Mgt/Operating and Staffing Approach
- Small Business Utilization
- Safety, Health & Environmental
- Technical Approach



# Mission Suitability Subfactors

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## SUBFACTOR 1 – MANAGEMENT/OPERATING AND STAFFING APPROACH

- |      |  |
|------|--|
| MA1  | Contract Organizational Structure  |
| MA2  | Autonomy and Authority   |
| MA3  | Business Management Information Processes/Tools                                    |
| MA4  | Logistics Management   |
| MA5  | Contract Phase-In Approach   |
| MA6  | Transition Approach  |
| MA7  | Security Management Approach   |
| MA8  | I3P Integration Approach   |
| MA9  | Contract and Subcontract Approach  |
| MA10 | Organized Labor Approach   |
| MA11 | Organizational Conflict of Interest Avoidance                                      |
| MA12 | Contract Management Cost Reduction Rationale                                       |
| MA13 | Key and Critical Personnel/Positions   |
| MA14 | Staffing, Compensation Approach, and Recruiting and Retention                      |
| MA15 | Risk Management Approach and Management/Operating and Staffing Approach Assessment |



# Mission Suitability Subfactors (Cont)

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## SUBFACTOR 2 - SAFETY, HEALTH AND ENVIRONMENTAL (SHE) APPROACH

SHE1 Safety, Health and Environmental  
SHE2 SHE Risk Assessment

## SUBFACTOR 3 - SMALL BUSINESS (SB) UTILIZATION

SB1 Small Business Subcontracting  
SB2 Small Disadvantage Business (SDB) Participation



# Mission Suitability Subfactors (Cont)

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## SUBFACTOR 4 - TECHNICAL APPROACH

TA1	Corporate Service Sustainment/ Engineering
TA2	LAN and Corporate WAN Transformation
TA3	Corporate Service Management & Operations
TA4	Mission Service Sustainment/ Engineering
TA5	Mission Service Management & Operations
TA6	Enterprise Support Services
TA7	Center and Associated Component Facility Services
TA8	Infrastructure Project Performance
TA9	Infrastructure Project Potential IDIQ Scenarios
TA10	Unique Services
TA11	Technical Approach Cost Reduction Rationale
TA12	Technical Risk Assessment



# Facilities Utilization

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- Limited on-site facilities space will be provided at each Center.
- Specific square footage available will be provided as part of Attachment C, Background and Historical Information, of the Draft RFP.
- The contractor is responsible for providing any additional space necessary to perform the contract, which shall be included in the proposal.





# Security Considerations

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- NPD/NPG 2810.1, Security of Information Technology, will apply.
- NPD 2190.1, Export Control, will apply and will require reporting and annual updates of contractor's Export Control Plan.
- Contractor will be responsible for classified information.



# Small Business Subcontracting

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- Effort will be unrestricted under NAICS 541512, Computer Systems Design Services/Local Area Network (LAN) Computer Systems Integration Design Services, Size Standard- \$25M.
- Small business subcontracting goals will be utilized in order to maximize participation of all small business subcategory types. Evaluation of proposal will reflect proposed goals, and effectiveness of subcontracting arrangements.
- Acquisition is consolidation of Center Local Area Networks (LANs), more than one of which was previously managed by small businesses. Therefore, bundling will occur and has been addressed via bundling justification processed through MSFC Center management and approved by NASA Headquarters and the Small Business Administration.



# Small Business Subcontracting Goals

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Category	Goal
SB Cumulative (% of Contract Value)	32%
SDB	12%
WOSB	8%
HUBZone SB	2.5%
VOSB	3.0%
SDVOSB	2.5%
HBCU/OMI	5%



# Small Business Subcontracting

- *More than just meeting goals.....* Office of the Chief Information Officer
  - Past history of subcontract performance for relevant contracts
  - Approach for meeting or exceeding the established subcontracting percentage goals
  - Extent of commitment to using SB as subcontractors in core work areas
  - Types, amount, and complexity of work to be performed by SB
  - If applicable, proposed approach for flowing down the socioeconomic subcontracting percentage goals to first tier large business subcontractors and the probability that the approach will result in a successful outcome
  - NASA-approved mentor-protégé relationships
  - Subcontracting with SB located in economically distressed areas (HUBZones)
  - Approach for giving SB subcontracting considerations maximum attention in all make or buy decisions
  - Does the proposed subcontracting arrangement make sense?



# Safety and Health

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- Safety Performance Evaluation used for encouraging a world class safety program and recognizing achievements toward that end.
- Contractor will be required to comply with Center-specific safety, health, and environmental requirements delineated in Attachment J-10, Applicable Documents.
- Overall safety performance will be evaluated as part of the Award Fee process.





# Special Clauses

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- Allowable Items of Cost
- Option to Extend
- Phase In and Phase Out
- Capital Asset Tracking
- Mitigation of Organizational Conflicts of Interest
- Limitation of Future Contracting
- Special Provision for Contract Changes
- Excluded Functions and Responsibilities
- Associate Contractor Agreements (ACAs)
- Computing Services
- Task Ordering Procedures
- Contract Type Transition
- General IT Security Requirements
- Center-specific Clauses



# **Request for Proposal - Uniform Contract Format**

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- Section A - SF33
- Section B - Supplies Or Services And Prices/Costs
- Section C - Description/Specifications/Performance Work Statement
- Section D - Packaging And Marking
- Section E - Inspection And Acceptance
- Section F - Deliveries Or Performance
- Section G - Contract Administration Data
- Section H - Special Contract Requirements
- Section I - Contract Clauses
- Section J - Contract Attachments (J-1 Through J-22)
- Section K - Representations And Certifications
- Section L - Instructions, Conditions, And Notices To Offerors
- Section M - Evaluation Factors For Award



# Technical/Procurement Personnel

Office of the Chief Information Officer

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# Pre-proposal Conference

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**NASA MSFC plans to provide, as part of the MSFC site tour, additional information relating to the Service Contract Act, Small Business Subcontracting, explanation of cost forms (Attachment B), and other relevant information.**